

What is the Citizens' Inquiry Branch?

The Citizens' Inquiry Branch, which includes the Wintario Grants Information Office, * is an information service in the Ministry of Culture and Recreation. We promote access to Provincial Government services in Ontario by providing information about, or referral to, all Ontario Government ministries. We are a resource for other government branches, MPPs, organizations (e.g. community information centres and libraries) dealing with the information needs of citizens and those referred to us by these sources.

The Branch refers inquirers to appropriate sources of information or coordinates information and services for those unable to do so themselves.

WHY WOULDN'T PEOPLE KNOW HOW TO GET INFORMATION AND ASSISTANCE THEMSELVES?

Since public needs vary constantly, the organization of government and its programs are often complex. Many people do not know which branch, or, for that

matter, which level of government (municipal, provincial, federal) provides the services they require. Sometimes, people do not know where to look for the assistance they believe is available. At other times, they may not be able to find what they need because they speak a language other than English.

WHAT KIND OF INQUIRIES DOES THE CITIZENS' INQUIRY BRANCH DEAL WITH?

We handle a wide variety of inquiries ranging from straightforward requests for information to inquiries needing staff research and liaison with other ministries and agencies. These requests include foreign language inquiries received from Ontario 20.

In addition to providing these services, the Citizens' Inquiry Branch has information staff at the Macdonald and Whitney Blocks giving direction to people who come to offices in Queen's Park. We also answer or redirect mail inadequately addressed to the Provincial Government.

WHAT IS ONTARIO 20?

Ontario 20 is part of the Provincial Government's Information/Communication Program produced by the Ministry of Industry and Tourism. It is designed to communicate government information to the non-English/French speaking public. The print, TV and radio advertisements, produced in twenty-three languages, invite people to write to Ontario 20 in their own language for information or assistance relating to provincial programs.

The role of the Citizens' Inquiry Branch in the Ontario 20 program is to answer these inquiries. We provide our services to Ontario 20 clients by using the language facilities of Translation Services. In this way, we can reply to them in their own language.

DOES THE CITIZENS' INQUIRY BRANCH SOLVE PROBLEMS?

Yes, in the sense that helping people contact appropriate information resources is a step towards solving problems. In addition to this, one of the Branch's functions is to assist citizens who have special needs to identify problem areas and help them solve their problems by liaising with government and community agencies who would be most helpful to these citizens.

In other words, the Citizens' Inquiry Branch gets the people with problems and the problem solvers together. We provide the connecting link between citizens and the resources they need.

DO YOU PRODUCE ANY PUBLICATIONS?

Yes, we do. We publish the KWIC Index to the Government of Ontario and a pamphlet called Your Ontario Government.

The Index was designed to help those involved with government in finding sources of specific information about Ontario Government programs. Alphabetical subject headings make the Index easy to use.

For example, "grants, licenses, senior citizens, recreation" are among the sub-

* See back page.

jects listed in the KWIC. Under each subject, there is a list of all branches in the government whose functions relate to that particular topic. The responsibilities of the branches are described briefly and their phone numbers are listed for further information.

Your Ontario Government, published in French and English, outlines government organization and ministry responsibilities. The pamphlet also contains a map of government offices in the Queen's Park complex.

Both the KWIC Index to the Government of Ontario and Your Ontario Government are available from the Ontario Government Bookstore and the Publication Centre.* The KWIC costs \$4.00 and Your Ontario Government is free of charge.

THE SHARE WINTARIO PROGRAM

The Wintario Grants Program was established to share the proceeds from the Ontario Lottery through the Ministry of Culture and Recreation. These funds are granted to enrich the cultural and recreational life of the province through support of specific projects and events designed by community organizations and groups. Grants are available for capital and non-capital projects in the following categories: Arts Support, Sports and Fitness, Public Libraries, Multicultural Activities and Heritage Conservation.

* See back page for addresses and phone numbers.

THE SHARE WINTARIO INFORMATION OFFICE

The Wintario Grants Information Office, part of the Citizens' Inquiry Branch, answers inquiries from the public about Wintario Grant criteria. We also maintain a central record of all Wintario applications and distribute application forms and brochures upon request.

ADDRESSES

Citizens' Inquiry Branch
Ministry of Culture and Recreation
77 Bloor Street W., 6th Floor
Toronto, Ontario. M7A 2B3
965-3535

Wintario Grants Information Office
Ministry of Culture and Recreation
77 Bloor Street W., 6th Floor
Toronto, Ontario. M7A 2B3
965-2390

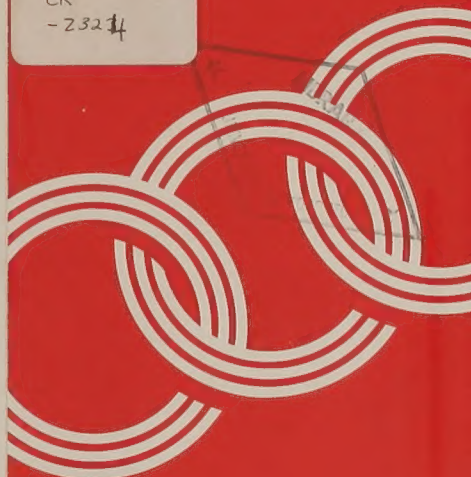
Publication Centre
Ministry of Government Services
Room 3B-7, Macdonald Block
900 Bay Street
Toronto, Ontario. M7A 1N8
965-6015

Book Store
Ministry of Government Services
880 Bay Street
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What is the Citizens' Inquiry Branch?



Ministry of
Culture and
Recreation

Citizens
Inquiry
Branch

Hon. Robert Welch
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Deputy Minister